

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/22/2007</b> <b>Last Review Effective Date:</b> <b>02/13/2008</b>
SUBJECT: Financial Management	SECTION: FM 1.3

SUBTITLE: Submission of Encounters to AHCCCS

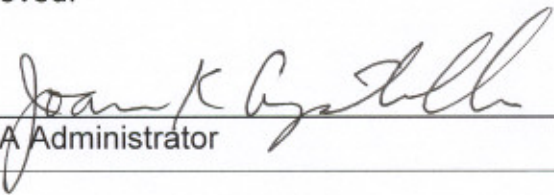
### POLICY:

It is the policy of CRSA to ensure that CRS Contractors along with CRS/ITS has in place the organization and administrative systems to ensure the accurate processing and submission to AHCCCS of encounter data and reports and correction of the number of pending encounters.

### PROCEDURE:

- 1) On a monthly basis the financial specialist for CRSA will review the report on AHCCCS encounter submissions. Reports will show the number of new day encounters submitted to AHCCCS, encounters pending at AHCCCS, and encounters that have been deleted and voided. The reports will provide a cumulative fiscal year to date number of claims in each status. Using the Appworks program pull the following :
  - a) H974260 – Encounter \$ Submitted to AHCCCS
  - b) H974262 – Encounter # Submitted to AHCCCS
  - c) H974270 – Encounter \$ Not Submitted to AHCCCS
  - d) H974272 – Encounter # Not Submitted to AHCCCS
- 2) Content of Reports:  
These Reports contain summarized encounter data by site.
- 3) Review:
  - a) Submission status will be reviewed at the summary level for reasonableness. If a particular status is found to be outside the acceptable range the issue will be investigated. If the submission is correctable by the CRS/IT unit, the issue will be corrected and resolved by CRSA. If the issue is under the control of the CRS Contractor, the CRS Contractor will be notified of the issue and correction of the issue will be requested.
  - b) Should the CRS contract not correct the issue or if the correction is not acceptable, CRSA will request a corrective action plan with detailed activities specific to the identified concern from the CRS Contractor. If needed, CRSA will determine any further necessary action, specific to the performance needing improvement.

- c) The data in the report will be reviewed for material issues, which may affect capitation or encounter submission and will be reported to the CRS Contractor.
- 4) Tracking:  
Reports will be analyzed to identify if there is improvement throughout the year in the submission of the encounters.
- 5) Follow-up:  
If a CRS Contractor shows significant submission problems, the CRS Finance Manager will meet with the CRS Contractor to discuss the issue.

Approved:  CRSA Administrator	Date: <u>2/18/08</u>
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